Other Party Information (OTHP) Frequently Asked Questions (FAQs) to Assist With Processing of the *Request for New Entry, Merge or Modification of Other Party Information (OTHP)* (DHS-2011)

Where can IV-D staff send a request to delete an OTHP record?
If a IV-D worker thinks the OTHP ID is not attached to a member ID or IV-D case, (s)he may submit a request to delete the OTHP ID to the Michigan Child Support Enforcement System (MiCSES) Help Desk. MiCSES Help Desk staff will query the record, determine if it is attached to any member ID or IV-D case within MiCSES, and delete the record when appropriate. Because OTHP information is used for historical purposes, many OTHP IDs cannot be deleted. If the OTHP record is attached to any member ID or IV-D case information in MiCSES, the OTHP ID will **not** be deleted. OCS Central Operations staff members do not have the ability to "delete" OTHP records.

What happens when the employer goes out of business?
If an employer that is listed on a member's *Member Employment History* (EHIS) screen has gone out of business, a Friend of the Court (FOC) staff member may end-date the EHIS record for that member. If the FOC staff member verifies that the business is no longer operating, (s)he may choose to add a case note to the corresponding OTHP ID record indicating that the employer is no longer in business.

A delete request sent to OCS Central Operations or the MiCSES Help Desk for the OTHP ID of the out-of-business employer will not be processed. Once the OTHP ID is attached to a member's EHIS record, it is used for historical purposes and must not be deleted.

What is the "OTHP coverage type," and where can that information be found?
IV-D workers must complete the *OTHP Coverage Types* field on the request form when requesting a new entry, modification or merge for an Insurers (I-type) OTHP ID. In general, this information pertains to the kinds of insurance programs that the insurer offers. The coverage type for an insurer may include, but is not limited to, PPO (preferred provider option), HMO (health maintenance organization), POS (point of service) plan, dental, vision, or a combination as designated by the insurer. IV-D workers must identify all coverage types for the insurer on the DHS-2011.

To obtain this information, the IV-D worker may ask the representative of the insurance carrier what kinds of services the company provides when the IV-D worker verifies the address information, or the IV-D worker may contact the policyholder, the custodial party (CP) or the non-custodial parent (NCP).

Can IV-D staff send multiple requests in one email?
No. IV-D staff must include only **one** OTHP request form in an email. This streamlines the assignment process for OCS Central Operations staff members when processing OTHP request forms.

Can IV-D staff request that an OTHP ID be added into MiCSES to refund a payment on an interstate case?
OCS Central Operations staff will not enter an OTHP ID number for an interstate agency that has been assigned an identification number on the *Federal Information*

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Processing Standards (FIPS) screen. Payments to interstate agencies must be refunded to the FIPS identification number assigned to that agency.[1]

Why are requests to merge two Attorney (A-type) OTHP IDs rejected?
OCS Central Operations staff reject attorney merge requests because MiCSES is not able to merge Attorney (A-type) OTHP IDs. Current MiCSES functionality allows **only** Employer (E-type), Military (M-type), Unemployment Agency (X-type), Insurers (I-type), Workers' Compensation (W-type) and Pension Plan (G-type) OTHP ID records to be merged. Until MiCSES functionality can be further enhanced, OCS Central Operations staff will reject merge requests for types other than these types.[2] OCS staff have entered a MiCSES Help Desk ticket to address this.

Why are requests to merge an Employer (E-type) OTHP ID into a Military (M-type) OTHP ID rejected?
OCS Central Operations staff reject merge requests because MiCSES is not able to merge two different types of OTHP records. E-type records can **only** be merged into other E-type records. M-type records can only be merged into other M-type records. Until MiCSES functionality can be further enhanced, OCS Central Operations staff will reject merge requests for records not of the same OTHP type format.

Why does the Federal Employer Identification Number (FEIN) need to be added to OTHP records for Employer (E-type) and Insurers (I-type) records?
Ensuring the FEIN is not blank for OTHP institution records reduces duplicate OTHP and EHIS records. It also reduces the amount of duplicate mailings employers and members receive, as well as the mailing and printing costs for sending these notices.

There are a number of automated processes, such as new hire and the Michigan Support Enforcement System (MSES) insurance match, that require the FEIN to identify existing records on the OTHP screen. When these automated processes do not match an OTHP record, a new OTHP record is created containing the FEIN – adding the duplicate to the OTHP screen. New employer OTHP records create new employer (EHIS) records for appropriate members. When new EHIS records are created, MiCSES interprets the duplicate employer as a "new" employer and generates new income withholding notices (IWNs) – creating duplicate IWNs to employers. When the automated MSES process identifies new insurance for individuals, MiCSES generates the *Insurance Update Letter* (FEN215) and *Insurance Update Letter (NCP)* (FEN218) notices – creating duplicate notices for members.

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[1] Ref: Section 7.15, "International," of the *Michigan IV-D Child Support Manual*.
[2] Ref: Section 3.16, "Other Parties," of the *Michigan IV-D Child Support Manual* for a list of OTHP types.

3.16E2 (Rev. 05/16)

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What if an employer or insurer refuses to provide their FEIN, which is required on the form? Can IV-D staff provide the FEIN that has been located on the Data Warehouse?

If an employer or insurer refuses to provide their FEIN, the IV-D worker must record this in the *Additional information* section of the form and include the name and phone number of the individual (s)he contacted at the employer or insurer who refused to provide the FEIN.

FEINs located on the Data Warehouse are not always correct. These FEINs should only be provided on the form if an employer or insurer refuses to provide their FEIN and the IV-D worker has stated this in the *Additional information* section of the form. The IV-D worker must also make a note in the *Additional information* section that the FEIN on the form was located on the Data Warehouse.

Some requests are taking longer then 48 hours. Why?

Most requests will be processed within the first 48 hours; however, this time frame may not be met if OCS Central Operations staff are asked to research and verify the address and contact information for an OTHP record. IV-D workers wanting information on the status of their OTHP request may contact OCS Central Operations at 1-866-540-0008. The IV-D worker must tell the customer service representative that (s)he is calling about an OTHP request.

How should IV-D staff request the correction of an OTHP record that was added to a member's EHIS record by the MiCSES Data Warehouse with the incorrect address format?

MiCSES loads some Employer (E-type) OTHP records from the Data Warehouse with an incorrect format. All of the address information for the employer will appear on the OTHP screen and the EHIS screen record, but the information may have loaded into the incorrect field (e.g., the city name may appear in the *Second Address Line* field, and not in the *City* field).

When one of these records is discovered, IV-D staff must submit an email to mdhhs-ocs-othp@michigan.gov with the subject line: **Data Warehouse address correction**.[3] The body of the email must include the OTHP ID that is incorrect and the correct format for the address. These requests do not need to be submitted on the DHS-2011.

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[3] IV-D staff submitting requests from a "michigan.gov" email address may send the email as "high priority."

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